

2004 M.C. Customer Satisfaction Survey

1. In general, how satisfied or dissatisfied are you with the neighborhood you live in - would you say you are very satisfied, satisfied, dissatisfied, or very dissatisfied?

| | |
|-------------------|-----|
| VERY SATISFIED | 43% |
| SATISFIED | 48% |
| DISSATISFIED | 7% |
| VERY DISSATISFIED | 2% |
| D.K. / REF. | 0% |

2. And how satisfied or dissatisfied are you with your city or town government? (Are you very satisfied, satisfied, dissatisfied, or very dissatisfied?)

| | |
|-------------------|-----|
| VERY SATISFIED | 17% |
| SATISFIED | 67% |
| DISSATISFIED | 8% |
| VERY DISSATISFIED | 1% |
| D.K. / REF. | 7% |

3. How satisfied are you with Maricopa County government?

| | |
|-------------------|-----|
| VERY SATISFIED | 12% |
| SATISFIED | 71% |
| DISSATISFIED | 7% |
| VERY DISSATISFIED | 1% |
| D.K. / REF. | 9% |

4. How satisfied are you with the Arizona State Government?

| | |
|-------------------|-----|
| VERY SATISFIED | 10% |
| SATISFIED | 68% |
| DISSATISFIED | 15% |
| VERY DISSATISFIED | 3% |
| D.K. / REF. | 5% |

5. What about the public education system in your area - how satisfied or dissatisfied are you with it?

| | |
|-------------------|-----|
| VERY SATISFIED | 14% |
| SATISFIED | 37% |
| DISSATISFIED | 16% |
| VERY DISSATISFIED | 5% |
| D.K. / REF. | 28% |

11. How much would you say you know about the structure and organization of your county government? Would you say you know very much, much, some, or almost nothing?

| | |
|----------------|-----|
| VERY MUCH | 5% |
| MUCH | 12% |
| SOME | 43% |
| ALMOST NOTHING | 40% |
| D.K. / REF. | 1% |

12. In general, how confident do you feel about the job that your county government is doing? Are you very confident, confident, not very confident, or not confident at all in the county government?

| | |
|----------------------|-----|
| VERY CONFIDENT | 6% |
| CONFIDENT | 72% |
| NOT VERY CONFIDENT | 13% |
| NOT AT ALL CONFIDENT | 1% |
| D.K. / REF. | 8% |

13. How satisfied are you that Maricopa County uses your tax dollars to provide services in a cost-effective manner?

| | |
|-------------------|-----|
| VERY SATISFIED | 6% |
| SATISFIED | 61% |
| DISSATISFIED | 18% |
| VERY DISSATISFIED | 4% |
| D.K. / REF. | 11% |

Maricopa County Customer Satisfaction Survey - 2004

14. How much trust do you have in the county government? Would you say a great deal, some, not much, or none at all?

| | |
|--------------|-----|
| A GREAT DEAL | 13% |
| SOME | 66% |
| NOT MUCH | 13% |
| NONE AT ALL | 4% |
| D.K. / REF. | 4% |

15. In general, how would you rate the job that Maricopa County is doing? Would you say it is excellent, good, fair, poor or very poor?

| | |
|-------------|-----|
| EXCELLENT | 7% |
| GOOD | 59% |
| FAIR | 25% |
| POOR | 4% |
| VERY POOR | 1% |
| D.K. / REF. | 4% |

16. How would you rate the effectiveness of Maricopa County in telling the public about the services it provides?

| | |
|-------------|-----|
| EXCELLENT | 6% |
| GOOD | 42% |
| FAIR | 27% |
| POOR | 16% |
| VERY POOR | 4% |
| D.K. / REF. | 5% |

17. What about the responsiveness of county government, would you say it is excellent, good, fair, poor or very poor?

| | |
|-------------|-----|
| EXCELLENT | 4% |
| GOOD | 45% |
| FAIR | 24% |
| POOR | 6% |
| VERY POOR | 3% |
| D.K. / REF. | 18% |

18. Do you think the county should take a bigger role, remain about the same, or take a smaller role in regional issues? (Issues that affect all or most of the cities and towns in the county?)

| | |
|-----------------------|-----|
| BIGGER ROLE | 44% |
| REMAIN ABOUT THE SAME | 35% |
| SMALLER ROLE | 9% |
| D.K. / REF. | 11% |

Maricopa County Customer Satisfaction Survey - 2004

31. Do you have access to the Internet from your home?

| | |
|-------------|-----|
| NO | 33% |
| YES | 66% |
| D.K. / REF. | 0% |

32. Have you ever accessed the Internet from somewhere else such as work, school, a friend's home, a public library, a government office, or a retail business?

| | |
|------------------|-----|
| NO | 24% |
| YES | 10% |
| INTERNET AT HOME | 66% |
| D.K. / REF. | 0% |

33. How often do you use the Internet to find out about something you are interested in? Would you say: almost every day, once or twice a week, once or twice a month, less than once a month, or almost never?

| | |
|--------------------|-----|
| ALMOST DAILY | 41% |
| 1-2 WEEK | 19% |
| 1-2 MONTH | 8% |
| LESS THAN MONTHLY | 2% |
| ALMOST NEVER | 7% |
| NO INTERNET ACCESS | 23% |
| D.K. / REF. | 0% |

34. And how often do you use the Internet to conduct personal business such as buying or selling, banking, looking for or applying for a job, or other similar transactions?

| | |
|--------------------|-----|
| ALMOST DAILY | 29% |
| 1-2 WEEK | 17% |
| 1-2 MONTH | 8% |
| LESS THAN MONTHLY | 4% |
| ALMOST NEVER | 17% |
| NO INTERNET ACCESS | 24% |
| D.K. / REF. | 1% |

35. Have you ever accessed Maricopa County government's web site, www.maricopa.gov? (How many times?)

| | |
|--------------------|-----|
| NO | 37% |
| ONCE | 5% |
| 2 OR 3 TIMES | 11% |
| 4 OR 5 TIMES | 5% |
| MORE THAN 5 TIMES | 17% |
| NO INTERNET ACCESS | 23% |
| D.K. / REF. | 0% |

41. One of the things Maricopa County government does to find out how citizens feel about issues is to have public hearings or forums. Have you ever attended a county sponsored hearing or forum? (How many?)

| | |
|-------------------|-----|
| NO | 91% |
| ONCE | 4% |
| 2 OR 3 TIMES | 3% |
| 4 OR 5 TIMES | 1% |
| MORE THAN 5 TIMES | 1% |
| D.K./ REF. | 0% |

42. What (was the issue / were the issues) discussed at the hearing(s) or forum(s) you attended?

| | |
|-------------------|-----|
| TAXES/BUDGET | 10% |
| TRANSPORTATION | 13% |
| FLOOD CONTROL | 5% |
| PLANNING/ZONING | 38% |
| STADIUM | 3% |
| PARKS/RECREATION | 7% |
| JAIL CONSTRUCTION | 2% |
| OTHER | |
| MULTIPLE MENTIONS | 13% |
| DON'T KNOW/N.A. | 11% |

43. Overall, how would you rate the meeting(s) you attended? Would you say excellent, good, fair, poor or very poor?

| | |
|-------------|-----|
| EXCELLENT | 12% |
| GOOD | 45% |
| FAIR | 23% |
| POOR | 5% |
| VERY POOR | 13% |
| D.K. / REF. | 3% |

Maricopa County Customer Satisfaction Survey - 2004

101. Now I have a few questions about services provided by Maricopa County. First, how satisfied or dissatisfied are you with what Maricopa County Government is doing in the area of Planning & Development for the unincorporated areas in the county? (Would you say very satisfied, satisfied, dissatisfied, or very dissatisfied?)

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 5% | 7% |
| SATISFIED | 51% | 69% |
| DISSATISFIED | 15% | 20% |
| VERY DISSATISFIED | 3% | 4% |
| D.K. / REF. | 26% | |

201. In the last year have you contacted Maricopa County Planning and Development, the office that issues building permits and conducts building inspections for the unincorporated areas of the county?

| | |
|-------------|-----|
| NO | 92% |
| YES | 7% |
| D.K. / REF. | 1% |

- 201a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **84** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------------|-----|
| VISIT ONLY | 30% |
| WEB ONLY | 14% |
| WEB, VISIT | 1% |
| EMAIL ONLY | 4% |
| EMAIL, VISIT | 2% |
| PHONE ONLY | 32% |
| PHONE, VISIT | 6% |
| PHONE, WEB | 1% |
| PHONE, EMAIL, VISIT | 4% |
| PHONE, EMAIL | 5% |
| PHONE, EMAIL, WEB, VISIT | 1% |

- 201b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 27% |
| SATISFIED | 56% |
| DISSATISFIED | 13% |
| VERY DISSATISFIED | 4% |
| DON'T KNOW/N.A. | |

- 201c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 24% |
| SATISFIED | 49% |
| DISSATISFIED | 2% |
| VERY DISSATISFIED | 4% |
| NO STAFF CONTACT | 20% |
| DON'T KNOW/N.A. | 1% |

Maricopa County Customer Satisfaction Survey - 2004

102. How satisfied or dissatisfied are you that the streets and roads that are in Maricopa County but outside city and town boundaries are adequate and properly maintained by the county?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 7% | 8% |
| SATISFIED | 65% | 71% |
| DISSATISFIED | 17% | 19% |
| VERY DISSATISFIED | 3% | 3% |
| D.K. / REF. | 7% | |

202. Have you been in contact with the Maricopa County Department of Transportation? This is the department responsible for streets and roads in unincorporated areas **NOT** for driver's licenses or vehicle registration.

| | |
|-------------|-----|
| NO | 88% |
| YES | 12% |
| D.K. / REF. | 0% |

- 202a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 133 RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------------|-----|
| VISIT ONLY | 20% |
| WEB ONLY | 29% |
| WEB, VISIT | 2% |
| EMAIL ONLY | 5% |
| EMAIL, VISIT | 2% |
| EMAIL, WEB | 2% |
| EMAIL, WEB, VISIT | 1% |
| PHONE ONLY | 29% |
| PHONE, VISIT | 2% |
| PHONE, WEB | 2% |
| PHONE, EMAIL, VISIT | 2% |
| PHONE, EMAIL | 2% |
| PHONE, EMAIL, VIST | 2% |
| PHONE, EMAIL, WEB, VISIT | 2% |

- 202b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 25% |
| SATISFIED | 53% |
| DISSATISFIED | 17% |
| VERY DISSATISFIED | 4% |
| DON'T KNOW/N.A. | 2% |

- 202c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 23% |
| SATISFIED | 40% |
| DISSATISFIED | 5% |
| VERY DISSATISFIED | 3% |
| NO STAFF CONTACT | 28% |
| DON'T KNOW/N.A. | 2% |

Maricopa County Customer Satisfaction Survey - 2004

103. How satisfied or dissatisfied are you that the county has taken adequate steps to ensure safety during major flooding?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 10% | 12% |
| SATISFIED | 64% | 80% |
| DISSATISFIED | 5% | 7% |
| VERY DISSATISFIED | 1% | 2% |
| D.K. / REF. | 20% | |

203. The Maricopa County Flood Control District?

| | |
|-------------|-----|
| NO | 97% |
| YES | 3% |
| D.K. / REF. | 0% |

203a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **31** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------------|-----|
| VISIT ONLY | 39% |
| WEB ONLY | 6% |
| WEB, VISIT | 6% |
| EMAIL, VISIT | 3% |
| EMAIL, WEB | 6% |
| PHONE ONLY | 19% |
| PHONE, VISIT | 6% |
| PHONE, EMAIL | 3% |
| PHONE, EMAIL, VIST | 3% |
| PHONE, EMAIL, WEB, VISIT | 6% |

203b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 42% |
| SATISFIED | 35% |
| DISSATISFIED | 13% |
| VERY DISSATISFIED | 10% |

203c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 39% |
| SATISFIED | 42% |
| DISSATISFIED | 3% |
| VERY DISSATISFIED | 6% |
| NO STAFF CONTACT | 10% |
| DON'T KNOW/N.A. | |

Maricopa County Customer Satisfaction Survey - 2004

104. How satisfied or dissatisfied are you with the Maricopa County Library System?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 26% | 34% |
| SATISFIED | 49% | 63% |
| DISSATISFIED | 2% | 3% |
| VERY DISSATISFIED | 0% | 0% |
| D.K. / REF. | 23% | |

204. Have you visited or been in contact with a Maricopa County Library in the last year? (No. Central Regional on 32nd & Bell, SoEast Regional in Gilbert, Fountain Hills, Litchfield Park, Queen Creek, Sun Lakes, Guadalupe, Laveen, El Mirage, Surprise, Gila Bend, Aguila)

| | |
|------------|-----|
| NO | 61% |
| YES | 38% |
| D.K. / REF | 0% |

204a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **439** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------------|-----|
| VISIT ONLY | 80% |
| WEB ONLY | 3% |
| WEB, VISIT | 4% |
| EMAIL ONLY | 1% |
| EMAIL, VISIT | 1% |
| EMAIL, WEB | 0% |
| PHONE ONLY | 4% |
| PHONE, VISIT | 3% |
| PHONE, WEB | 0% |
| PHONE, EMAIL, VISIT | 1% |
| PHONE, EMAIL, VIST | 1% |
| PHONE, EMAIL, WEB | 0% |
| PHONE, EMAIL, WEB, VISIT | 2% |

204b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 48% |
| SATISFIED | 49% |
| DISSATISFIED | 2% |
| VERY DISSATISFIED | 0% |
| NO STAFF CONTACT | 0% |

204c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 52% |
| SATISFIED | 43% |
| DISSATISFIED | 1% |
| VERY DISSATISFIED | 0% |
| NO STAFF CONTACT | 4% |
| DON'T KNOW/N.A. | |

307. How much do you agree that county library services are conveniently located and open to the public at times they will most likely be used?

| | |
|-------------------|-----|
| STRONGLY AGREE | 15% |
| AGREE | 65% |
| DISAGREE | 3% |
| STRONGLY DISAGREE | 0% |
| D.K. / REF. | 18% |

Maricopa County Customer Satisfaction Survey - 2004

105. What about the Maricopa County Parks and Recreation Department? (How satisfied are you with them?)

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 23% | 28% |
| SATISFIED | 55% | 66% |
| DISSATISFIED | 4% | 5% |
| VERY DISSATISFIED | 1% | 1% |
| D.K. / REF. | 17% | |

205. Have you gone to a Maricopa County Park or Recreation Area or contacted them, electronically or by phone?

| | |
|-------------|-----|
| NO | 51% |
| YES | 49% |
| D.K. / REF. | 0% |

205a. How did you contact them, by phone, by email, by visiting their web site, or by visiting a park (or office)?
(ASKED ONLY OF THE **558** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------------|-----|
| VISIT ONLY | 91% |
| WEB ONLY | 3% |
| WEB, VISIT | 1% |
| EMAIL ONLY | 0% |
| EMAIL, WEB | 0% |
| EMAIL, WEB, VISIT | 0% |
| PHONE ONLY | 3% |
| PHONE, VISIT | 1% |
| PHONE, WEB | 0% |
| PHONE, EMAIL, VISIT | 0% |
| PHONE, EMAIL, WEB, VISIT | 0% |
| DON'T KNOW/N.A. | 0% |

205b. How satisfied or dissatisfied were you with the park / recreation area or the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 34% |
| SATISFIED | 61% |
| DISSATISFIED | 3% |
| VERY DISSATISFIED | 1% |
| D.K. / REF. | 1% |

205c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 23% |
| SATISFIED | 35% |
| DISSATISFIED | 1% |
| VERY DISSATISFIED | 0% |
| NO STAFF CONTACT | 39% |
| DON'T KNOW/N.A. | 1% |

308. How much do you agree that county parks and outdoor recreation areas are conveniently located and easy to get to?

| | |
|-------------------|-----|
| STRONGLY AGREE | 15% |
| AGREE | 70% |
| DISAGREE | 2% |
| STRONGLY DISAGREE | 0% |
| D.K. / REF. | 13% |

309. That the county should be involved in the maintenance and/or preservation of "open space" or undeveloped areas within its boundaries?

| | |
|-------------------|-----|
| STRONGLY AGREE | 32% |
| AGREE | 54% |
| DISAGREE | 5% |
| STRONGLY DISAGREE | 1% |
| D.K. / REF. | 8% |

Maricopa County Customer Satisfaction Survey - 2004

106. What about Maricopa County Stadium District, the county office responsible for the public interest in the Cactus League and Bank One Ballpark? (How satisfied are you with them?)

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 19% | 24% |
| SATISFIED | 51% | 63% |
| DISSATISFIED | 8% | 10% |
| VERY DISSATISFIED | 3% | 3% |
| D.K. / REF. | 20% | |

206. Have you attended any baseball games or other events at the Bank One Ballpark (B.O.B.) in the last year?

| | |
|-----------------|-----|
| NO | 53% |
| YES | 46% |
| DON'T KNOW/N.A. | 0% |

- 206a. How satisfied or dissatisfied were you with your experience(s) at the ballpark?
(ASKED ONLY OF THE **530** RESPONDENTS WHO ATTENDED BOB)

| | |
|-------------------|-----|
| VERY SATISFIED | 55% |
| SATISFIED | 41% |
| DISSATISFIED | 3% |
| VERY DISSATISFIED | 1% |
| D.K. / REF. | |

- 206b. Did you attend any Cactus League baseball games this year?

| | |
|-------------|-----|
| NO | 85% |
| YES | 15% |
| D.K. / REF. | 0% |

- 206c. How satisfied or dissatisfied were you with your experiences at the ballpark?
(ASKED ONLY OF THE **170** RESPONDENTS WHO ATTENDED CACTUS LEAGUE GAMES)

| | |
|-------------------|-----|
| VERY SATISFIED | 62% |
| SATISFIED | 38% |
| DISSATISFIED | 1% |
| VERY DISSATISFIED | |
| D.K. / REF. | |

Maricopa County Customer Satisfaction Survey - 2004

107. How satisfied or dissatisfied are you with the attention given by the county to environmental concerns, such as air and water pollution and waste disposal?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 10% | 11% |
| SATISFIED | 60% | 65% |
| DISSATISFIED | 18% | 20% |
| VERY DISSATISFIED | 3% | 3% |
| D.K. / REF. | 8% | |

207. Have you contacted Environmental Services, the office that monitors air and water pollution, issues food handler permits and inspects restaurants?

| | |
|-------------|-----|
| NO | 92% |
| YES | 7% |
| D.K. / REF. | 1% |

- 207a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **81** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------------|-----|
| VISIT ONLY | 30% |
| WEB ONLY | 20% |
| WEB, VISIT | 4% |
| EMAIL ONLY | 2% |
| PHONE ONLY | 27% |
| PHONE, VISIT | 6% |
| PHONE, WEB | 4% |
| PHONE, EMAIL, VISIT | 2% |
| PHONE, EMAIL | 2% |
| PHONE, EMAIL, WEB | 1% |
| PHONE, EMAIL, WEB, VISIT | 1% |

- 207b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 30% |
| SATISFIED | 53% |
| DISSATISFIED | 11% |
| VERY DISSATISFIED | 5% |
| D.K. / REF. | 1% |

- 207c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 28% |
| SATISFIED | 41% |
| DISSATISFIED | 6% |
| VERY DISSATISFIED | 5% |
| NO STAFF CONTACT | 17% |
| DON'T KNOW/N.A. | 2% |

301. How much do you agree or disagree that restaurants and food stores located in Maricopa County are adequately monitored for food safety?

| | |
|-------------------|-----|
| STRONGLY AGREE | 13% |
| AGREE | 62% |
| DISAGREE | 15% |
| STRONGLY DISAGREE | 4% |
| D.K. / REF. | 6% |

302. How much do you agree or disagree that the county is doing a good job monitoring air and water quality?

| | |
|-------------------|-----|
| STRONGLY AGREE | 8% |
| AGREE | 67% |
| DISAGREE | 15% |
| STRONGLY DISAGREE | 1% |
| D.K. / REF. | 9% |

303. How much do you agree or disagree that the public is adequately informed about pollution issues in the county?

| | |
|-------------------|-----|
| STRONGLY AGREE | 10% |
| AGREE | 60% |
| DISAGREE | 19% |
| STRONGLY DISAGREE | 3% |
| D.K. / REF. | 8% |

Maricopa County Customer Satisfaction Survey - 2004

108. How satisfied or dissatisfied are you with the human services provided by the county such as Head Start and Employment Services?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 8% | 12% |
| SATISFIED | 43% | 68% |
| DISSATISFIED | 11% | 17% |
| VERY DISSATISFIED | 1% | 2% |
| D.K. / REF. | 37% | |

208. Have you been in contact with a county Human Services office such as Head Start or Work Force Development?

| | |
|-------------|-----|
| NO | 94% |
| YES | 5% |
| D.K. / REF. | 0% |

- 208a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **61** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------------|-----|
| VISIT ONLY | 34% |
| WEB ONLY | 11% |
| WEB, VISIT | 2% |
| EMAIL ONLY | 5% |
| EMAIL, VISIT | 2% |
| PHONE ONLY | 30% |
| PHONE, VISIT | 10% |
| PHONE, WEB | 2% |
| PHONE, EMAIL, VISIT | 2% |
| PHONE, EMAIL, WEB, VISIT | 3% |

- 208b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 26% |
| SATISFIED | 49% |
| DISSATISFIED | 18% |
| VERY DISSATISFIED | 5% |
| D.K. / REF. | 2% |

- 208c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 26% |
| SATISFIED | 36% |
| DISSATISFIED | 11% |
| VERY DISSATISFIED | 8% |
| NO STAFF CONTACT | 16% |
| DON'T KNOW/N.A. | 2% |

Maricopa County Customer Satisfaction Survey - 2004

109. The Public Health Services provided by the county, such as disease control and immunizations?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 13% | 16% |
| SATISFIED | 60% | 75% |
| DISSATISFIED | 6% | 8% |
| VERY DISSATISFIED | 1% | 2% |
| D.K. / REF. | 20% | |

209. Have you contacted the Public Health Department? Have you called or visited a public health facility for immunizations, birth or death certificates, or disease control OR have you applied for or received nutrition services from a WIC site OR have you visited the Public Health web site to get information?

| | |
|-------------|-----|
| NO | 84% |
| YES | 16% |
| D.K. / REF. | 0% |

209a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **181** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------------|-----|
| VISIT ONLY | 58% |
| WEB ONLY | 6% |
| WEB, VISIT | 1% |
| EMAIL ONLY | 1% |
| PHONE ONLY | 22% |
| PHONE, VISIT | 6% |
| PHONE, WEB | 2% |
| PHONE, EMAIL, VISIT | 3% |
| PHONE, EMAIL | 1% |
| PHONE, EMAIL, VIST | 1% |
| PHONE, EMAIL, WEB, VISIT | 1% |

209b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 27% |
| SATISFIED | 62% |
| DISSATISFIED | 4% |
| VERY DISSATISFIED | 6% |
| D.K. / REF. | 1% |

209c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 29% |
| SATISFIED | 59% |
| DISSATISFIED | 2% |
| VERY DISSATISFIED | 4% |
| NO STAFF CONTACT | 4% |
| D.K. / REF. | 2% |

304. (How much do you agree or disagree) that the public is adequately informed about communicable diseases?

| | |
|-------------------|-----|
| STRONGLY AGREE | 10% |
| AGREE | 62% |
| DISAGREE | 14% |
| STRONGLY DISAGREE | 4% |
| D.K. / REF. | 11% |

305. That immunizations are available to all county residents especially children? (How much do you agree or disagree?)

| | |
|-------------------|-----|
| STRONGLY AGREE | 12% |
| AGREE | 64% |
| DISAGREE | 7% |
| STRONGLY DISAGREE | 2% |
| D.K. / REF. | 15% |

306. That WIC nutrition services are available to all women with small children who are in need?

| | |
|-------------------|-----|
| STRONGLY AGREE | 10% |
| AGREE | 55% |
| DISAGREE | 5% |
| STRONGLY DISAGREE | 2% |
| D.K. / REF. | 27% |

Maricopa County Customer Satisfaction Survey - 2004

110. The control of the stray animal population in Maricopa County?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 12% | 13% |
| SATISFIED | 61% | 69% |
| DISSATISFIED | 13% | 15% |
| VERY DISSATISFIED | 3% | 3% |
| D.K. / REF. | 11% | |

210. Have you called or visited a county Animal Control facility or web site in the last year? (Have you licensed or adopted a pet, picked up or dropped off a pet, or looked for a lost animal on line or at one of the shelters or adoption centers?)

| | |
|-------------|-----|
| NO | 79% |
| YES | 21% |
| D.K. / REF. | 0% |

210a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **236** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------------|-----|
| VISIT ONLY | 56% |
| WEB ONLY | 7% |
| WEB, VISIT | 3% |
| EMAIL ONLY | 1% |
| EMAIL, VISIT | 1% |
| PHONE ONLY | 25% |
| PHONE, VISIT | 4% |
| PHONE, WEB | 2% |
| PHONE, EMAIL, VISIT | 0% |
| PHONE, EMAIL | 0% |
| PHONE, EMAIL, WEB, VISIT | 0% |

210b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 25% |
| SATISFIED | 56% |
| DISSATISFIED | 11% |
| VERY DISSATISFIED | 8% |
| D.K. / REF. | |

210c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 27% |
| SATISFIED | 56% |
| DISSATISFIED | 6% |
| VERY DISSATISFIED | 4% |
| NO STAFF CONTACT | 5% |
| DON'T KNOW/N.A. | 2% |

Maricopa County Customer Satisfaction Survey - 2004

311a. How many dogs do you or other members of your household own?

| | |
|-----------------|-----|
| NONE | 56% |
| ONE | 25% |
| TWO | 14% |
| THREE | 4% |
| FOUR | 1% |
| FIVE | 0% |
| SIX | 0% |
| SEVEN | |
| EIGHT OR MORE | 0% |
| DON'T KNOW/N.A. | 0% |

311b. How many cats do you or other members of your household own?

| | |
|-----------------|-----|
| NONE | 78% |
| ONE | 11% |
| TWO | 6% |
| THREE | 2% |
| FOUR | 1% |
| FIVE | 0% |
| SIX | 0% |
| SEVEN | 0% |
| EIGHT OR MORE | |
| DON'T KNOW/N.A. | 0% |

312. (Has it / Have all of them) been spayed or neutered?

| | |
|-----------------|-----|
| NO | 20% |
| YES | 79% |
| DON'T KNOW/N.A. | 0% |

312a. Why not?

| | |
|---------------------|-----|
| COST | 21% |
| TIME | 7% |
| PLAN TO BREED | 28% |
| EFFECT ON ANIMAL | 6% |
| DON'T BELIEVE IN IT | 10% |
| AGE OF ANIMAL | 18% |
| DON'T KNOW/N.A. | 10% |

313. Where did you to get your dog or cat? (The newest one to your household.)

| | |
|-----------------------|-----|
| ANIMAL CARE & CONTROL | 2% |
| COUNTY POUND | 6% |
| ANIMAL SHELTER | 6% |
| HUMANE SOCIETY | 8% |
| PETSMART | 2% |
| OTHER PET STORE | 5% |
| NEWSPAPER ADD | 6% |
| BREEDER | 24% |
| GIFT / STRAY | 39% |
| DON'T KNOW/N.A. | 1% |

Maricopa County Customer Satisfaction Survey - 2004

314. In the past two years, have you either lost a dog or cat, or found one?

| | |
|------------------|-----|
| NO | 85% |
| LOST | 5% |
| FOUND | 8% |
| LOST & FOUND | 1% |
| DON'T KNOW/N.A.. | 0% |

314a. What all did you do to try to find (your pet / the owner of the lost animal)?
Did you put up flyers/ posters in your neighborhood?

| | |
|-------------|-----|
| NO | 63% |
| YES | 34% |
| D.K. / REF. | 4% |

314b. Did you use the Internet?

| | |
|-------------|-----|
| NO | 76% |
| YES | 20% |
| D.K. / REF. | 4% |

314c. Did you call &/or go to the Humane Society?

| | |
|-------------|-----|
| NO | 58% |
| YES | 39% |
| D.K. / REF. | 4% |

314d. Did you call &/or go to the county pound (A.C.C.S.)?

| | |
|-------------|-----|
| NO | 58% |
| YES | 39% |
| D.K. / REF. | 3% |

314e. Did you do anything else? (What? _____)

| | |
|-------------|-----|
| NO | 67% |
| YES | 25% |
| D.K. / REF. | 7% |

315. Have you ever had to give up a dog or cat to an animal shelter? (Which?)

| | |
|-----------------|-----|
| NO | 90% |
| YES, DOG | 7% |
| YES, CAT | 2% |
| YES, BOTH | 0% |
| DON'T KNOW/N.A. | |

315a. Why?

| | |
|-------------------------|-----|
| FAMILY MOVING | 13% |
| PET TOO EXPENSIVE | 4% |
| PET IN POOR HEALTH | 21% |
| HEALTH OF FAMILY MEMBER | 6% |
| DIVORCE / MARRIAGE | 2% |
| DEATH IN FAMILY | 2% |
| BARKING / NOISE | 4% |
| BITING / ATTACKING | 23% |
| CHEWING | 4% |
| JUMPING FENCES | 1% |
| HOUSEBREAKING | 4% |
| DON'T KNOW/N.A. | 16% |

Maricopa County Customer Satisfaction Survey - 2004

111. How satisfied or dissatisfied are you with the health care provided by the Maricopa Medical Center (the County Hospital) and the Maricopa County Family Health Centers?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 8% | 14% |
| SATISFIED | 39% | 68% |
| DISSATISFIED | 8% | 14% |
| VERY DISSATISFIED | 2% | 4% |
| D.K. / REF. | 42% | |

211. Have you called or visited the Maricopa Medical Center (County Hospital) or its web site in the last year?

| | |
|-------------|-----|
| NO | 85% |
| YES | 14% |
| D.K. / REF. | 0% |

- 211a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **163** RESPONDENTS WHO MADE CONTACT)

| | |
|-------------------|-----|
| VISIT ONLY | 80% |
| WEB ONLY | 3% |
| EMAIL, WEB, VISIT | 1% |
| PHONE ONLY | 9% |
| PHONE, VISIT | 7% |

- 211b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 22% |
| SATISFIED | 64% |
| DISSATISFIED | 9% |
| VERY DISSATISFIED | 4% |
| D.K. / REF. | 1% |

- 211c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 25% |
| SATISFIED | 59% |
| DISSATISFIED | 7% |
| VERY DISSATISFIED | 7% |
| NO STAFF CONTACT | 2% |
| DON'T KNOW/N.A. | 1% |

Maricopa County Customer Satisfaction Survey - 2004

211d. Have you contacted a county Family Health Center in the last year?

| | |
|-----------------|-----|
| NO | 92% |
| YES | 7% |
| DON'T KNOW/N.A. | 1% |

211e. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **80** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------|-----|
| VISIT ONLY | 81% |
| WEB ONLY | 1% |
| PHONE ONLY | 5% |
| PHONE, VISIT | 11% |
| PHONE, EMAIL | 1% |

211f. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 16% |
| SATISFIED | 63% |
| DISSATISFIED | 20% |
| VERY DISSATISFIED | 1% |

211g. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 18% |
| SATISFIED | 65% |
| DISSATISFIED | 13% |
| VERY DISSATISFIED | 4% |
| NO STAFF CONTACT | 1% |
| DON'T KNOW/N.A. | |

Maricopa County Customer Satisfaction Survey - 2004

112. How satisfied are you with the services provided by the Office of the County Medical Examiner or Coroner?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 4% | 9% |
| SATISFIED | 33% | 83% |
| DISSATISFIED | 2% | 6% |
| VERY DISSATISFIED | 1% | 2% |
| D.K. / REF. | 60% | |

212. Have you contacted the Office of the Maricopa Medical Examiner (County Coroner)?

| | |
|-------------|-----|
| NO | 98% |
| YES | 2% |
| D.K. / REF. | 1% |

212a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **19** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------|-----|
| VISIT ONLY | 37% |
| WEB ONLY | 5% |
| PHONE ONLY | 53% |
| PHONE, VISIT | 5% |

212b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 58% |
| SATISFIED | 37% |
| DISSATISFIED | 5% |
| VERY DISSATISFIED | |

212c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 63% |
| SATISFIED | 32% |
| VERY DISSATISFIED | |
| NO STAFF CONTACT | 5% |

Maricopa County Customer Satisfaction Survey - 2004

113. How satisfied or dissatisfied are you with the Justice of the Peace Courts in Maricopa County?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 4% | 7% |
| SATISFIED | 47% | 78% |
| DISSATISFIED | 7% | 12% |
| VERY DISSATISFIED | 2% | 3% |
| D.K. / REF. | 40% | |

213. Have you been in contact with Justice of the Peace Court?

| | |
|------------|-----|
| NO | 94% |
| YES | 6% |
| D.K. / REF | 0% |

213a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 66 RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------------|-----|
| VISIT ONLY | 70% |
| WEB ONLY | 9% |
| EMAIL ONLY | 2% |
| PHONE ONLY | 8% |
| PHONE, VISIT | 6% |
| PHONE, EMAIL, VISIT | 2% |
| PHONE, EMAIL | 2% |
| PHONE, EMAIL, VIST | 2% |
| PHONE, EMAIL, WEB, VISIT | 2% |

213b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 26% |
| SATISFIED | 52% |
| DISSATISFIED | 9% |
| VERY DISSATISFIED | 11% |
| D.K. / REF. | 3% |

213c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 26% |
| SATISFIED | 41% |
| DISSATISFIED | 11% |
| VERY DISSATISFIED | 8% |
| NO STAFF CONTACT | 12% |
| D.K. / REF | 3% |

Maricopa County Customer Satisfaction Survey - 2004

114. Satisfaction with Maricopa County Superior Courts?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 6% | 9% |
| SATISFIED | 51% | 79% |
| DISSATISFIED | 6% | 9% |
| VERY DISSATISFIED | 2% | 3% |
| D.K. / REF. | 35% | |

214. Contacted Maricopa County Superior Courts?

| | |
|-------------|-----|
| NO | 85% |
| YES | 15% |
| D.K. / REF. | 0% |

214a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office? (ASKED ONLY OF THE 171 RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------------|-----|
| VISIT ONLY | 64% |
| WEB ONLY | 4% |
| WEB, VISIT | 5% |
| EMAIL ONLY | 4% |
| EMAIL, VISIT | 1% |
| EMAIL, WEB | 1% |
| PHONE ONLY | 9% |
| PHONE, VISIT | 6% |
| PHONE, WEB | 1% |
| PHONE, EMAIL, VISIT | 2% |
| PHONE, EMAIL | 1% |
| PHONE, EMAIL, VIST | 1% |
| PHONE, EMAIL, WEB | 1% |
| PHONE, EMAIL, WEB, VISIT | 2% |

214b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 28% |
| SATISFIED | 54% |
| DISSATISFIED | 9% |
| VERY DISSATISFIED | 8% |
| D.K. / REF. | 1% |

214c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 33% |
| SATISFIED | 50% |
| DISSATISFIED | 4% |
| VERY DISSATISFIED | 6% |
| NO STAFF CONTACT | 7% |
| DON'T KNOW/N.A. | |

Maricopa County Customer Satisfaction Survey - 2004

115. How satisfied or dissatisfied are you with the services provided by the Clerk of the Superior Court, such as providing copies of court records and issuing marriage licenses and passports?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 9% | 14% |
| SATISFIED | 54% | 81% |
| DISSATISFIED | 3% | 4% |
| VERY DISSATISFIED | 1% | 1% |
| D.K. / REF. | 33% | |

215. Have you called or visited the Office of Clerk of the Superior Court or their web site for court records, information on child support, to obtain a marriage license or to apply for a passport?

| | |
|-----------------|-----|
| NO | 88% |
| YES | 12% |
| DON'T KNOW/N.A. | 0% |

- 215a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **135** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------------|-----|
| VISIT ONLY | 47% |
| WEB ONLY | 18% |
| WEB, VISIT | 7% |
| EMAIL ONLY | 4% |
| EMAIL, VISIT | 1% |
| EMAIL, WEB | 2% |
| PHONE ONLY | 7% |
| PHONE, VISIT | 5% |
| PHONE, WEB | 4% |
| PHONE, EMAIL | 1% |
| PHONE, EMAIL, VISIT | 1% |
| PHONE, EMAIL, WEB, VISIT | 1% |

- 215b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 32% |
| SATISFIED | 47% |
| DISSATISFIED | 11% |
| VERY DISSATISFIED | 10% |
| DON'T KNOW/N.A. | |

- 215c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 31% |
| SATISFIED | 35% |
| DISSATISFIED | 7% |
| VERY DISSATISFIED | 9% |
| NO STAFF CONTACT | 18% |
| DON'T KNOW/N.A. | |

Maricopa County Customer Satisfaction Survey - 2004

116. Satisfaction with the Maricopa County Juvenile Detention system?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 4% | 8% |
| SATISFIED | 36% | 69% |
| DISSATISFIED | 9% | 18% |
| VERY DISSATISFIED | 3% | 5% |
| D.K. / REF. | 48% | |

216. Have you called or visited a Maricopa County Juvenile Detention facility or been in contact with Maricopa County Juvenile Probation and Detention?

| | |
|-------------|-----|
| NO | 96% |
| YES | 4% |
| D.K. / REF. | 0% |

216a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 42 RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------|-----|
| VISIT ONLY | 67% |
| WEB ONLY | 2% |
| PHONE ONLY | 21% |
| PHONE, VISIT | 7% |
| PHONE, EMAIL, VIST | 2% |

216b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 24% |
| SATISFIED | 52% |
| DISSATISFIED | 10% |
| VERY DISSATISFIED | 14% |

216c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 21% |
| SATISFIED | 60% |
| DISSATISFIED | 5% |
| VERY DISSATISFIED | 12% |
| NO STAFF CONTACT | 2% |

Maricopa County Customer Satisfaction Survey - 2004

117. How satisfied are you with Maricopa County's branch of law enforcement and jails, the Sheriff's Office?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 16% | 19% |
| SATISFIED | 49% | 57% |
| DISSATISFIED | 13% | 15% |
| VERY DISSATISFIED | 7% | 9% |
| D.K. / REF. | 14% | |

217. Have you been in contact with the Sheriff's Office or visited a county jail?

| | |
|-------------|-----|
| NO | 90% |
| YES | 10% |
| D.K. / REF. | 0% |

217a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **113** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------|-----|
| VISIT ONLY | 57% |
| WEB ONLY | 8% |
| WEB, VISIT | 1% |
| PHONE ONLY | 26% |
| PHONE, VISIT | 6% |
| PHONE, WEB | 1% |
| PHONE, EMAIL | 1% |
| PHONE, EMAIL, VIST | 1% |

217b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 22% |
| SATISFIED | 38% |
| DISSATISFIED | 21% |
| VERY DISSATISFIED | 18% |
| D.K. / REF. | 1% |

217c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 19% |
| SATISFIED | 34% |
| DISSATISFIED | 22% |
| VERY DISSATISFIED | 15% |
| NO STAFF CONTACT | 10% |
| DON'T KNOW/N.A. | |

Maricopa County Customer Satisfaction Survey - 2004

118. How satisfied or dissatisfied are you with the manner in which the County Attorney's Office prosecutes criminals?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 9% | 12% |
| SATISFIED | 52% | 67% |
| DISSATISFIED | 14% | 18% |
| VERY DISSATISFIED | 3% | 4% |
| D.K. / REF. | 21% | |

218. The Office of the Maricopa County Attorney?

| | |
|-------------|-----|
| NO | 97% |
| YES | 2% |
| D.K. / REF. | 1% |

218a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 28 RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------------|-----|
| VISIT ONLY | 18% |
| WEB ONLY | 7% |
| WEB, VISIT | 4% |
| EMAIL ONLY | 4% |
| PHONE ONLY | 50% |
| PHONE, VISIT | 14% |
| PHONE, EMAIL, WEB, VISIT | 4% |

218b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 29% |
| SATISFIED | 39% |
| DISSATISFIED | 21% |
| VERY DISSATISFIED | 7% |
| D.K. / REF. | 4% |

218c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 29% |
| SATISFIED | 46% |
| DISSATISFIED | 4% |
| VERY DISSATISFIED | 7% |
| NO STAFF CONTACT | 11% |
| DON'T KNOW/N.A. | 4% |

Maricopa County Customer Satisfaction Survey - 2004

119. What about the defense provided by the Office of the Public Defender for persons who cannot afford a lawyer?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 5% | 9% |
| SATISFIED | 41% | 72% |
| DISSATISFIED | 8% | 14% |
| VERY DISSATISFIED | 2% | 4% |
| D.K. / REF. | 43% | |

219. Have you contacted the Office of the Public Defender?

| | |
|------------|-----|
| NO | 97% |
| YES | 2% |
| D.K. / REF | 0% |

219a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **28** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------|-----|
| VISIT ONLY | 64% |
| WEB ONLY | 4% |
| PHONE ONLY | 25% |
| PHONE, VISIT | 4% |
| PHONE, EMAIL, VIST | 4% |

219b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 21% |
| SATISFIED | 43% |
| DISSATISFIED | 21% |
| VERY DISSATISFIED | 14% |

219c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 25% |
| SATISFIED | 43% |
| DISSATISFIED | 14% |
| VERY DISSATISFIED | 14% |
| NO STAFF CONTACT | 4% |

Maricopa County Customer Satisfaction Survey - 2004

119a. How satisfied are you with the supervision of offenders provided by probation officers?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 3% | 6% |
| SATISFIED | 35% | 63% |
| DISSATISFIED | 15% | 27% |
| VERY DISSATISFIED | 3% | 5% |
| D.K. / REF. | 44% | |

219d. Have you contacted, or have you been contacted by, the Maricopa County Adult Probation Department?

| | |
|-------------|-----|
| NO | 97% |
| YES | 3% |
| D.K. / REF. | 0% |

219e. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **34** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------|-----|
| VISIT ONLY | 38% |
| WEB ONLY | 6% |
| PHONE ONLY | 41% |
| PHONE, VISIT | 15% |

219f. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 18% |
| SATISFIED | 68% |
| DISSATISFIED | 9% |
| VERY DISSATISFIED | 3% |
| D.K. / REF. | 3% |

219g. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 26% |
| SATISFIED | 50% |
| DISSATISFIED | 12% |
| VERY DISSATISFIED | 3% |
| NO STAFF CONTACT | 6% |
| D.K. / REF. | 3% |

Maricopa County Customer Satisfaction Survey - 2004

120. How satisfied are you that the values of property and homes in the County are fairly assessed for taxing purposes?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 7% | 8% |
| SATISFIED | 64% | 75% |
| DISSATISFIED | 13% | 15% |
| VERY DISSATISFIED | 3% | 3% |
| D.K. / REF. | 14% | |

220. Have you called or visited the County Assessor's Office or visited their web site?

| | |
|-------------|-----|
| NO | 89% |
| YES | 11% |
| D.K. / REF. | 0% |

220a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **124** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------------|-----|
| VISIT ONLY | 19% |
| WEB ONLY | 36% |
| WEB, VISIT | 2% |
| EMAIL ONLY | 3% |
| EMAIL, VISIT | 1% |
| EMAIL, WEB | 1% |
| PHONE ONLY | 28% |
| PHONE, VISIT | 3% |
| PHONE, WEB | 4% |
| PHONE, EMAIL | 1% |
| PHONE, EMAIL, WEB, VISIT | 2% |

220b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 38% |
| SATISFIED | 54% |
| DISSATISFIED | 7% |
| VERY DISSATISFIED | 1% |
| DON'T KNOW/N.A. | |

220c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 21% |
| SATISFIED | 32% |
| DISSATISFIED | 5% |
| VERY DISSATISFIED | 1% |
| NO STAFF CONTACT | 38% |
| DON'T KNOW/N.A. | 3% |

Maricopa County Customer Satisfaction Survey - 2004

121. What about the services provided by the County Recorder, which include conducting all elections in the county?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 8% | 10% |
| SATISFIED | 69% | 86% |
| DISSATISFIED | 3% | 4% |
| VERY DISSATISFIED | 0% | 1% |
| D.K. / REF. | 20% | |

221. What about the Office of County Recorder which includes Elections, have you called or visited this office or web site

| | |
|-------------|-----|
| NO | 89% |
| YES | 11% |
| D.K. / REF. | 0% |

221a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **120** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------|-----|
| VISIT ONLY | 24% |
| WEB ONLY | 37% |
| WEB, VISIT | 1% |
| EMAIL ONLY | 7% |
| EMAIL, VISIT | 1% |
| PHONE ONLY | 25% |
| PHONE, VISIT | 3% |
| PHONE, WEB | 2% |
| PHONE, EMAIL | 1% |
| PHONE, EMAIL, VIST | 1% |

221b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 46% |
| SATISFIED | 49% |
| DISSATISFIED | 3% |
| VERY DISSATISFIED | 3% |
| DON'T KNOW/N.A. | |

221c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 34% |
| SATISFIED | 28% |
| DISSATISFIED | 1% |
| VERY DISSATISFIED | 3% |
| NO STAFF CONTACT | 32% |
| DON'T KNOW/N.A. | 3% |

Maricopa County Customer Satisfaction Survey - 2004

122. Services provided by the County Treasurer?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 4% | 7% |
| SATISFIED | 56% | 89% |
| DISSATISFIED | 2% | 3% |
| VERY DISSATISFIED | 0% | 1% |
| D.K. / REF. | 38% | |

222. What about the Office of the County Treasurer?

| | |
|-------------|-----|
| NO | 97% |
| YES | 3% |
| D.K. / REF. | 0% |

222a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office? (ASKED ONLY OF THE **33** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------|-----|
| VISIT ONLY | 30% |
| WEB ONLY | 24% |
| EMAIL ONLY | 6% |
| EMAIL, VISIT | 3% |
| PHONE ONLY | 33% |
| PHONE, EMAIL | 3% |

222b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 36% |
| SATISFIED | 61% |
| DISSATISFIED | 3% |
| VERY DISSATISFIED | |

222c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|------------------|-----|
| VERY SATISFIED | 33% |
| SATISFIED | 36% |
| DISSATISFIED | |
| NO STAFF CONTACT | 21% |
| D.K. / REF. | 9% |

Maricopa County Customer Satisfaction Survey - 2004

123. Services provided by the County Superintendent of Schools?

| | | |
|-------------------|-----|-----|
| VERY SATISFIED | 4% | 6% |
| SATISFIED | 50% | 75% |
| DISSATISFIED | 10% | 16% |
| VERY DISSATISFIED | 2% | 3% |
| D.K. / REF. | 33% | |

223. And have you contacted the County Superintendent of Schools either electronically, by phone or in person?

| | |
|------------|-----|
| NO | 95% |
| YES | 4% |
| D.K. / REF | 0% |

223a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **50** RESPONDENTS WHO MADE CONTACT)

| | |
|--------------------------|-----|
| VISIT ONLY | 30% |
| WEB ONLY | 8% |
| WEB, VISIT | 2% |
| EMAIL ONLY | 12% |
| EMAIL, VISIT | 4% |
| EMAIL, WEB | 2% |
| PHONE ONLY | 32% |
| PHONE, VISIT | 4% |
| PHONE, EMAIL | 2% |
| PHONE, EMAIL, WEB | 2% |
| PHONE, EMAIL, WEB, VISIT | 2% |

223b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

| | |
|-------------------|-----|
| VERY SATISFIED | 22% |
| SATISFIED | 48% |
| DISSATISFIED | 22% |
| VERY DISSATISFIED | 8% |

223c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

| | |
|-------------------|-----|
| VERY SATISFIED | 22% |
| SATISFIED | 44% |
| DISSATISFIED | 6% |
| VERY DISSATISFIED | 12% |
| NO STAFF CONTACT | 16% |
| D.K. / REF. | |